



Collaborative Cash Delivery Network

COVID-19

Guidance for CCD National Collaboration Managers

COVID-19 is spreading throughout the world in unprecedented scale. The number of cases and deaths are increasing every day. It is affecting every sphere of life. Travels are restricted to limit the spread of the virus. Countries are closing borders; movements within countries are significantly hampered to limit the spread of this virus. It is already affecting the economy and livelihoods of the population and it may get worse in the coming weeks and months unless measures taken are productive enough to limit the spread and its impact on the economy.

This global pandemic will significantly affect the way we deliver humanitarian assistance to the most vulnerable groups throughout the world. This is more concerning with the potential impact on the lives and livelihoods of the most vulnerable including people in refugee and IDP camps. The following guidance is provided to country level CCD as they plan and prepare for potential response to affected families and communities. Please note that this is a guidance and can be adapted to fit with the country level context.

Overall guidance

- Follow country specific guidance and communications from relevant authorities regarding rules and restrictions to prevent and mitigate spread of COVID-19.
- Work closely with Steering committee members and CCD focal persons to exchange ideas and updates on COVID-19 preparedness and response efforts.
- Engage with relevant humanitarian actors – Humanitarian Country Team, Clusters, Cash Working Groups, Interagency platform and donors – to get update on response arrangements and to align CCD's response with overall national response plans.
- Engage with donors and advocate for increased funding through CCD.

Collaboration

- Considering that many countries have put in place restrictions on gathering and movements and promote social distancing to contain the spread of COVID-19, CCD members at national level are encouraged to use online platform (Zoom, MS Teams, Skype, etc) to collaborate and promote active engagement and regular communications among each other.
- CCD at country level is encouraged to develop preparedness and response plans, as much as feasible and based on scenario planning, and in coordination with other humanitarian actors.
- Set up a task team to adapt assessment and response tools. The task team can periodically discuss on the available information on the impact of COVID-19 and possible market based responses.

Assessment/Identification/design

- Explore options to promote the use of remote assessments including market assessments (example - phone interviews with traders).
- Coordinate with local government and other actors to identify the most vulnerable groups highly impacted by COVID-19.
- Consider both direct and indirect impact of the spread of COVID-19 on individuals, households and communities at large.
 - Vulnerable people directly affected by the virus and their immediate families
 - Households who will be affected by the restriction who may lose income sources
 - Increase of prices of key commodities will affect the wider community members.
 - Small businesses will be affected as the result of movement restrictions.
- Review the Market system (actors and factors) affected by the spread of the virus and associated factors.
- Variables are changing very fast and it is important to periodically monitor situations and update preparedness and response plans.
- Promote the use of digital registration to avoid physical contacts during registration - signature/thumbprints
- Engage with different sectors (education, health, livelihoods, protection, NFI, etc) as impact of the virus crosses different sectors and consider their inputs during transfer value calculation.
- Monitor on regular basis as findings of Feasibility Analysis may drastically change in a short time period.
- Adapt flexible modality selection (cash, voucher, in-kind, services) as situation especially market dynamics may significantly change due to movement restrictions, illness/productive age group, etc.
- Integrate other programs (ie – Health, WASH, social and behavioral change, etc) as much as feasible and as context permits.

Response/Delivery

- Where feasible, consider the use of digital platform to transfer money to intended beneficiaries.
- Prepare messaging and educational materials for beneficiaries to prevent the spread of the viruses.
- Educate agents and financial service providers, traders/vendors to protect beneficiaries and themselves. Use locally developed resources.
- Staff should get access to the necessary preventative items (masks, gloves, etc) as advised by health personnel.
- Use text messages to communicate with traders and communities either to pass awareness messages as well as information regarding payments and related information. Coordinate with others to harmonize messages to similar target groups.
- Review transfer values as prices are volatile and different needs might emerge during the response period.

Monitoring, Accountability and Learning

- Update the MEAL system and tools in consideration to the nature of disease and social distance in placed in many countries.
- Deploy Remote monitoring system to understand the use of cash and understand the needs and other protection factors. MEAL task team composed of MEAL experts from member agencies may work on these tools and systems.
- Use hotline accountability mechanisms to receive and respond to complaints.
- Limit the number of monitoring requirements - frequency and size of questions – collect only what is required for the response.
- Document learning to improve ongoing response as well as for future similar interventions.